

CHIEF OFFICER STATEMENT

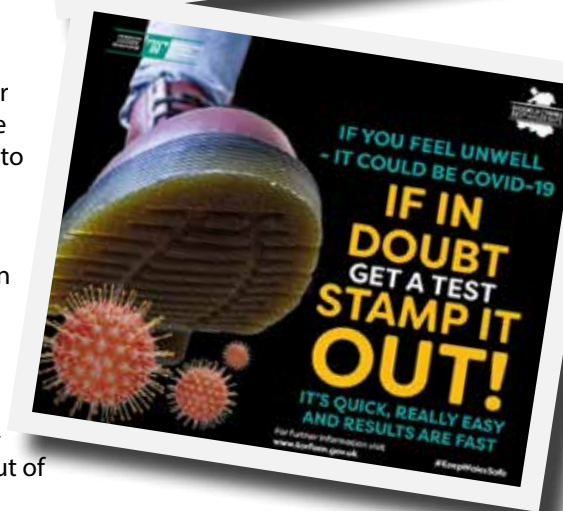
Lyndon Puddy
Head of Public Services
Support Unit



Our service area covers a wide range of both strategic and operational support functions. A year dominated by the pandemic has challenged all public services but over the last year we have striven to continue the delivery of front-line services and concentrated our resources to those services that matter most to the public and enabled our citizens to access those services. Overall, the team has performed well but there is always room for continual improvement and addressing the challenges as we all come through the other side of the pandemic and these challenges will be included within the service and team plans.

What went well...

- ✓ Our Registrar Service delivered statutory services at unprecedented levels during the pandemic, registering births and deaths with dignity and respect for residents.
- ✓ We delivered successful and covid-safe Senedd and Police Crime Commissioner elections in May 2021, enabling local people to participate in the democratic process to take place.
- ✓ Our Welsh Language Team translated well over 1 million words enabling residents to receive information in the Welsh language.
- ✓ We maintained the Local Land and Property Gazetteer (LLPG) Gold standard enabling accurate use of the GIS mapping system ensuring we know where all our building assets, old and new are registered.
- ✓ We delivered Electric Vehicle infrastructure and 10 charging points within the borough to help mitigate against the wider impacts of climate change.
- ✓ We successfully bid for £1.25 million of GovTech funding to develop innovative uses of data and digital technologies to improve adult social care services.
- ✓ We involved young people in the Torfaen and Gwent Youth Forums working with the Education Achievement Service to the Additional Learning Needs Act to develop resources focussed on reducing inequality of opportunity for our young people.
- ✓ Our corporate communications team have focussed on providing vital public information on covid regulations and public health messaging to keep communities safe and changes and disruption to council services.
- ✓ Working across Gwent, we have with partners established a Regional Public Service Boards to focus on improving outcomes for the Gwent communities in the short, medium and longer term within the communities they live.
- ✓ We are supporting the Council's approach to tackling the climate emergency including community consultation developing a Climate and Emergency Action Plan together with identifying data to establish the Council's carbon emissions baseline to support the Council's ambition to be carbon neutral by 2030
- ✓ The Community Safety and Cohesion teams have been working with Gwent Police, Councillors and the community to mitigate community tensions throughout the pandemic and reduce and tackle issues of anti-social behaviour and keep people out of criminal justice system.



Challenges moving forward

Challenges		Solutions/Actions
1	Manage the increased demand on the Registrars team created by the opening of The Grange University Hospital	<ul style="list-style-type: none"> Additional resources identified to deal with backlog of births
2	Renew school based MAPI meetings	<ul style="list-style-type: none"> Engagement renewed and Multi-Agency Pupil Intervention meetings reinstated
3	Increase the participation of children and young people in the decision making of public bodies	<ul style="list-style-type: none"> Promote Young Persons Inspector Programme
4	To become net carbon zero by 2030 to meet Climate and Nature emergency commitment	<ul style="list-style-type: none"> Action plan identified lead responsibilities from across the Council.
5	Produce a Gwent Well-being Plan that responds to the local well-being challenges of Torfaen's communities	<ul style="list-style-type: none"> Continue developing the plan in line with the requirements of the WBFGA, through GSWAG and Local Delivery Groups.
6	Embed Business Continuity good practice across the council	<ul style="list-style-type: none"> Provide resource for Business Continuity Management and review policies and develop service plans.
7	Increase Public Participation in the business of the council	<ul style="list-style-type: none"> Embed the Public Participation Strategy, train staff and promote the use of new public participation protocols and engagement tools
8	Support the council's digital agenda	<ul style="list-style-type: none"> Improve customer digital journeys and online services working with the new Chief Officer and digital team
9	Supporting changes to the electoral systems	<ul style="list-style-type: none"> Introduce the requirements for the voter ID as prescribed in legislation